Appendix 6 to “Access rules for Teracom’s facilities”
13.03.2003

User guide regarding access routines for Teracom’s facilities

• Notify planned visit to Teracom’s Operations Center at least 2 hours before access. This also applies in the event of visits to a separate equipment shed or area with a separate entrance. State name, company, civic registration number and cell phone number. Foreign nationals must specify their passport number instead of a civic registration number. Ensure that you have both the code and the key or card to the facility.
• If you do not have the relevant code, this can be obtained by telephone from the Operations Center (does not apply to stations with card readers), although only through callback to a pre-registered telephone number. When the Operations Center performs the callback, there will be no conversation, rather the Operations Center will simply notify the code in numbers. The pre-registered telephone number must be included in the existing “List of personnel who require access to Teracom’s facilities”, which is also a condition for access.
• Various locking and alarm systems are present. Follow the existing instructions carefully! Remember that the code cannot be obtained by telephone.
o A large number of facilities have gates or barriers, which are unlocked using a key.
o In larger FM/TV stations and some link stations, cards are used for locks and codes for the entry alarm. Some of these are also locked with a key.
o In some link stations and smaller FM/TV stations, the burglar alarm is deactivated/activated with a code, whereas the door is opened/locked with a key.
o In a few stations, the outer door is opened with a key, inside the alarm is deactivated with a keypad or knob (in some cases the alarm key L1 is required for the cover over the keypad/knob), before the inner door is finally opened with a key. The key for the inner door, which is alarmed, is hanging inside the cover for the keypad/knob.
o Other stations are opened with just a key.
• If other personnel are present at the station during the visit, it is necessary to contact the person concerned. This is to ensure you know about each other’s presence.
• Visitors must answer incoming telephone calls in those cases where Teracom personnel are not present in the station. Otherwise Teracom’s personnel will answer.
• Teracom personnel are entitled to request identification from visitors.
• See notices before commencing work. Pay particular attention to instructions regarding what to do in the event of an emergency and any fire alarm instructions.
• Only areas where the intended work is to be carried out and staff areas may be visited. In other words, access to offices and other operational rooms is prohibited!
• Clean as necessary, and remove any surplus installation material and packaging. This must be performed at the time of installation and may not be postponed.
• When leaving, it is necessary to report departure to the Operations Center.
• Any costs incurred by Teracom as a result of failure to comply with the above instructions will be invoiced.
Questions regarding keys and cards can be submitted to the Card and Key Center during the daytime.

To contact Teracom

Teracom’s Operations Center, tel.: +46 (0)8-5554 2241
Teracom’s Card and Key Center, tel.: +46 (0)8-5554 2000